Please stand by, the webinar will begin shortly.

Department of Family and Support Services

EMERGENCY FINANCIAL ASSISTANCE FOR GENDER-BASED VIOLENCE AND HUMAN TRAFFICKING SURVIVORS RFQ # 8578

Release Date: March 30, 2022

Due Date: 12:00 PM, April 26, 2022





- Due to the volume of participants, everyone has been placed on mute.
- Please submit questions via the question box and we will respond to questions after going through the slides.
- Please use the question box to notify us of any technical issues.





- Welcome and Introductions
- Background
- Scope Review
- Program Description
- Selection Criteria
- Timeline
- Technical Assistance for Applicants and eProcurement
- Questions

CITY OF CHICAGO



REQUEST FOR PROPOSALS (RFP) FOR Emergency Financial Assistance for Gender-based Violence and Human Trafficking Survivors RFQ# 8578

ISSUED BY: CITY OF CHICAGO DEPARTMENT OF FAMILY AND SUPPORT SERVICES

All proposals must be submitted via the eProcurement system.

http://www.cityofchicago.org/eprocurement

Questions concerning the RFP should be directed to:

Adriana Camarda
Supervisor, Division of Domestic Violence
Department of Family and Support Services
1615 W. Chicago Ave, 5th Floor
Chicago, Illinois 60622
(312) 746-6685
adriana.camarda@cityofchicago.org

LORI E. LIGHTFOOT MAYOR BRANDIE V. KNAZZE COMMISSIONER

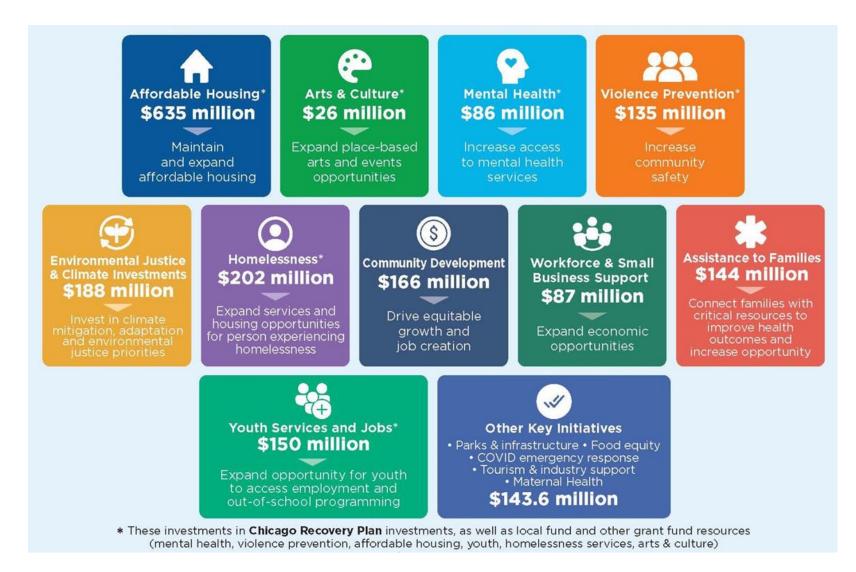


Background



TI

The Chicago Recovery Plan



Learn more at: www.chicago.gov/recoveryplan





Overview of the Chicago Strategic Plan to Address GBV and Human Trafficking

In 2021, Mayor Lori Lightfoot announced the City's first Strategic Plan to Address Gender-Based Violence and Human Trafficking.









Emergency Financial Assistance

Direct cash to support survivors' immediate needs such as transportation, childcare, or emergency medical costs



Rapid Re-housing + Supportive services

Rapid re-housing to support up to 175 households and additional funding to support services for survivors who receive Emergency Housing Choice Vouchers (HCVs)



Legal Services

Legal representation and administrative legal support for survivors of genderbased violence including but not limited to criminal justice advocacy, family law, and/or immigration



Victim services for young people

Wrap-around services to support young people (0-17yo) who have been impacted by gender-based violence



Prevention education

Tailored, culturally specific prevention education for both students and caregivers





- Domestic violence (DV) is just one form of violence that is rooted in exploiting unequal power relationships between genders. Gender-based violence (GBV) is an umbrella term for a range of interpersonal violence including, but not limited to, sexual harassment, sexual assault, domestic violence, sexual exploitation, and human trafficking.
- > DV, sexual violence/assault, and human trafficking share similar dynamics of power and control which increases the rates of multiple victimization.
- One of the results of survivor victimization is lack of financial resources and economic stability to flee or maintain independence from the person(s) causing harm.
- The pandemic has only exacerbated this hardship for survivors and their families by persons that cause harm increasing their isolation and limiting their financial resources placing their safety at greater risk.





GBV Emergency Financial Assistance Goals

- Provide a one-time \$1,000 payment to 4,600 survivors to mitigate economic hardships.
- Improve the financial, health and wellbeing of survivor recipients.
- Improve and promote the City's capacity to create and deliver an impactful antipoverty program.
- Collect and evaluate aggregated and autonomous data on gender-based violence survivors to inform program improvement.



Scope Review



Purpose of the RFP

- > DFSS seeks to increase survivor safety through a one-time financial benefit that will allow them choice.
- DFSS seeks applicants that can manage the program's end-to-end survivor experience by:
 - Partnering or subcontracting with community-based organizations to conduct outreach to survivors with greater barriers to accessing and engaging in services and are disproportionately impacted by GBV/HT
 - Possessing existing staff and technical infrastructure to support highquality, high-speed implementation of a platform to receive, process and issue payments to survivors.



Focus Population

	Population	Approach	
Eligibility	Persons and/or households experiencing GBV such as domestic violence, human trafficking and/or sexual assault	Basis of overarching eligibility, outreach and referral strategy; all recipients must meet this threshold	
Priority	Currently Chicago resident or fled Chicago community most impacted by COVID	Focused outreach, engagement efforts, and marketing strategies by respondent to encourage and facilitate application submissions from GBV survivors of the High and Medium Community Areas per the Chicago COVID Vulnerability Index (CCVI)	





Program Requirements

- Design and manage a tech-enabled process for application, selection, and ongoing program communication and support that minimizes participant burden while delivering a positive experience.
- Design and execute an outreach and application support strategy including plan to reach survivors from the High or Medium on the Chicago Community Vulnerability Index.
- Manage and oversee survivor enrollment, eligibility, priority and compliance.
- Collect and deliver data on survivor-applicants to demonstrate equitable delivery of services and to inform future survivor programming.





Services to be provided in this RFP

- Program management and coordination administration
 - Design and manage the technology for application, selection and execution
 - Ensure communication is available in designated languages
 - Manage data collection and payment disbursement activities
 - Provide participant communication through the process
 - Serve as lead agency
 - Work with DFSS on collection of impactful program information
- Technology platform
 - Design process for applicant documentation and approval
 - Work with applicants on completing documentation process
 - Invalidate duplicate or erroneous applications
 - Develop alternative verification processes for survivor population
 - Validate application and eligibility, execute lottery selection and document survivors from High and Medium CCVI Community Areas





Services to be provided in this RFP, continued

- Outreach and engagement
 - Develop and execute outreach and recruitment plan
 - Adjust outreach strategies as needed
 - Support survivors' financial literacy through on-going support and education to selected participants
 - Promote positive experience for survivors
- Payment distribution and management
 - Administer one-time \$1,000 payments to minimum of 4,600 survivors
 - Prioritize capacity to provide no-fee online banking direct deposit, mailed checks, and/or prepaid debit cards.
 - Create system to safely and securely deliver payments to vulnerable survivors.
 - Provide customer service for damaged/lost payments
 - Collaborate with DFSS on learning goals
 - Track and provide card usage statistics and aggregated spending





Performance Goals and Outcomes

- Number of survivors reached through outreach efforts
- Percentage and number of applications successfully submitted (as a proxy for applicant burden)
 - Including breakdown participants by Community Area (CCVI and non-CCVI Community Area)
- Program uptake (percentage of approved applicants who successfully enroll)
 - Including breakdown participants by Community Area (CCVI and non-CCVI Community Area)
- Percentage and number of participants successfully enrolled receive their one-time payment
 - Including breakdown participants by Community Area (CCVI and non-CCVI Community Area)
- Reported participant satisfaction





Selection Criteria – Community Involvement (30 points)

- The Respondent subcontracts with community-based organizations that serve GBV/HT survivors and specialize in serving communities of survivors with greater barriers to access and those who are disproportionately impacted by GBV/HT
- The Respondent demonstrates a process for collecting and incorporating client and community feedback into its program model
- The Respondent has expertise working with the focus populations and has relevant capabilities and/or infrastructure needed to serve these groups
- The Respondent demonstrates a commitment to diversity, equity, inclusion, and access
- The Respondent's leadership reflects and engages the diverse people of the communities it serves





Selection Criteria – Strength of Proposed Program (40 points)

- The Respondent demonstrates experience implementing and managing large, complex, multi-partner economic inclusion, financial assistance, racial equity, and/or community development programs to designated beneficiaries
- The Respondent proposes systems and tools to support a seamless and efficient processes capable of handling as many as 10,000 applications
- The Respondent proposes a plan, including trusted community partners as subcontractors, to successfully communicate, and conduct outreach and engagement to the focus population, including areas with medium/high COVID vulnerability.
- The Respondent has the ability to administer payments to program participants, track paying and spending data, provide quality customer service and report out to DFSS and program evaluator, if applicable
- The Respondent proposes a design and implementation plan to efficiently review applicant documentation and approve participation while minimizing participant burden





Selection Criteria - Organizational Capacity (20 points)

- The Respondent has qualified staff and/or subcontractors responsible for all required service components
- The Respondent has adequate systems and processes to support monitoring program expenditures and fiscal controls
- The Respondent demonstrates ability to manage and monitor subcontractors
- The Respondent has adequate capacity to hire and manage staff in a timely manner





Selection Criteria – Performance Management and Outcomes (15 points)

- The Respondent demonstrates evidence of strong past performance against desired outcome goals and performance metrics and/or other notable accomplishments in providing services to the focus population
- The Respondent has the relevant systems and processes needed to track and report performance on program outcomes achieved in-house and by its subcontractors
- The Respondent has experience using data to inform and improve its services or practices
- The Respondent demonstrates experience in collecting, storing, protecting, and analyzing personal identifying information and other sensitive information





Selection Criteria – Reasonable costs, budget justification, and leverage of funds (10 points)

- The Respondent has the fiscal capacity to implement the proposed program
- The Respondent demonstrates reasonable implementation costs and funding requests relative to its financial and human resources. The proposed budget supports the proposed scope of work or work plan





Selection Criteria - Attachments

- Be sure to attach reports, studies or other documentation that show performance toward reaching the program goals, demonstrate results and accomplishments.
- > Be sure to attach the **resumes**, **certifications or licensures for key staff** that are overseeing the program.
- Be sure to attach your organizations budget for this program
 - Please make sure all program requirements are addressed



Contract Timeline

Contract Milestone	March	April	May	June	September	December
	RFP Released	Applications due & award notices issued	Contract Start Date	Pre- Application and System Design Meetings Begin	First survivor payment disbursement	First budget period ends
	March 30, 2022	Due April 26, 2022	June 1, 2022	As needed	September 30, 2022	Budget period expires and release for 2023 awarded





Budgets or Cost Proposals

- The term of this contract is June 1, 2022, through December 31, 2023, with an option to extend for up to two additional years with each extension not to exceed one year.
 - Extensions are based on need, availability of funds, and contractor performance.
- > DFSS anticipates funding only 1 Administrator; there is no limit to the number of partners or subcontractors.
- Total available funding \$5 million through 2024.
- Administrative costs are capped at \$400,000 with remaining funds to be pass through to survivors.
- Please submit a budget for ONE year (12 mos.) of services.
- Cost category definitions are attached as Budget instructions in every RFP (except RFPs that have cost proposals).
- Be thoughtful and inclusive when developing your budget. Apply for your program's actual costs.
- Use the reasonable costs question on the application to discuss how you determined the costs reflected in the budget.





Budgets or Cost Proposals – Common Errors

Common mistakes we see on budgets are:

- Supplies these are frequently under or over budgeted for.
- Make sure your job description titles and your job description uploads have the same title.
- Also put a brief description of the job in the budget document itself, if you have not discussed it specifically in your application.
- Put your budget in the appropriate column.





- Advances for costs will be considered according to the City's advance payment policy.
- Respondents must indicate in their application whether they wish to exercise this option.
- The Delegate Agency Request for Advance Mobilization Payment Form is an attachment to the RFP.
 - The form is NOT required at the time of application.







Applications are due on April 26, 2022 at 12:00, Noon



Selection and Transition Timeline

- Pre-proposal webinar Tuesday, April 5, 2022 11:00 a.m.-1:00p.m
- Due date to submit pre-proposal questions Wednesday, April 6, 2022
- Applications due Friday, April 26, 2022 at 12:00, Noon
- Program period begins Wednesday, June 1, 2022





Start Early!!

- If you have never done business with the City of Chicago, register into iSupplier/eProcurement ASAP.
- Review RFP narratives and application questions closely. Remember they align with the scope and selection criteria. Use the information in the RFP for guidance in formulating your answers.
- Carefully review the selection criteria.
- There is a 4,000 character limit which includes punctuation and spaces. Each response is allotted 4,000 characters.
- Do not use the back button on your browser.

Save Often!!





Tips for Working in eProcurement

- You can "submit" your application and later amend it up until the due date April 26, 2022 at 12:00 noon.
- Avoid the rush and possible mishaps by submitting early.Plan on submission taking 30-60 minutes.
- Late applications will not be accepted.
- Make use of the eProcurement hotline for help at 312-744-4357 (HELP).
- Please note that the hotline operates during business hours only, Monday-Friday 9-5.

Save often, submit early!



Technical Assistance!

- On the DFSS web page is a link to the RFP of interest and training documents. See "Alerts" Section on our website.
- For Questions on Registration and eProcurement Technical
 Assistance for Delegate Agencies –

CustomerSupport@cityofchicago.org or call 312-744-HELP (4357)

Training Materials (Documents and Videos) – https://www.cityofchicago.org/city/en/depts/dps/isupplier/online-training-materials.html



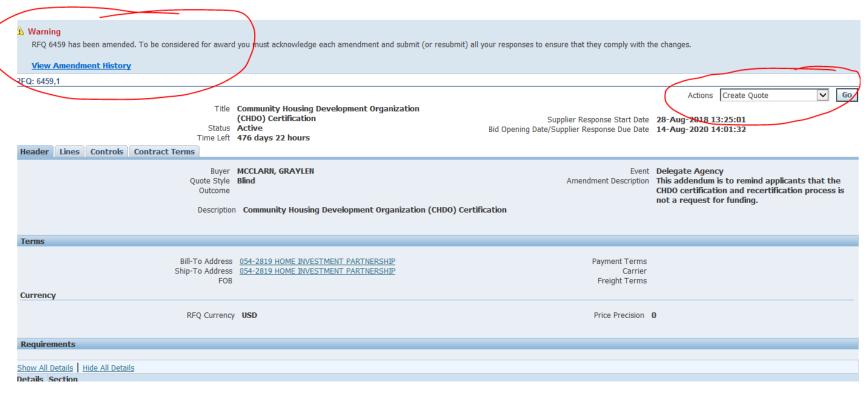
How to accept an amendment





How to accept an amendment - Step 1

- The RFP you are interested in has been amended. In order to start an application, you will need to acknowledge and accept the amendment first in order to start your application. (Please not that the RFP shown in this and subsequent slides is an example). To accept the amendment, click on "View Amendment History".
- ▶ If the RFP has not been amended (yet), select "Create Quote" from the drop-down menu in the "Actions" box and click on "Go". This will take you to the application page, where you can get started.







How to accept an amendment – Step 2

- To begin the acceptance and acknowledgment process, to open the RFP in view only, click on the Document number (1) To review the amended changes to the RFP, click on the infinity or eyeglass icon (2) To acknowledge receipt and understanding of these changes and proceed, click on the "Acknowledge Amendments" button (3).
- > By acknowledging the amendment, you are indicating that you are aware of the changes made to the RFP in the amendment.







How to accept an amendment – Step 3

When you get to this screen, click on the "I accept..." check box and then click on "Acknowledge"







How to accept an amendment – Step 4

Click on "Yes" to indicate that you confirm your acknowledgement of the amendment.

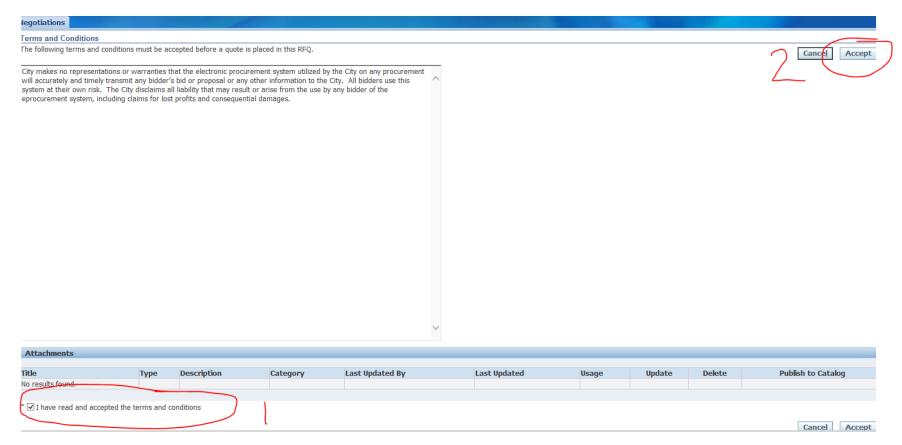






How to accept an amendment – Step 5

- Finally, (1) click on the checkbox that you accept the terms and conditions and then (2) click on "Accept" to accept them.
- This is the final step in acknowledging and accepting the amendment.





How to submit an application





When you are ready to submit, start by saving your draft one last time. Then click Continue.

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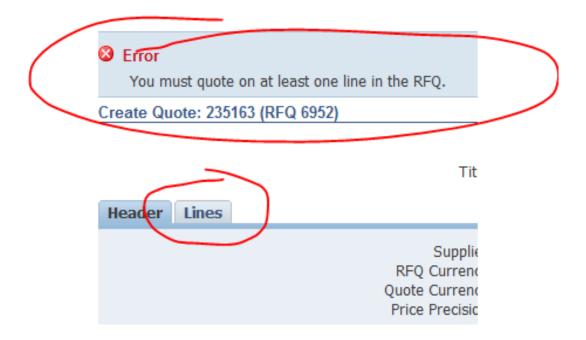
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- Usually the error messages direct to something left undone in the application.
- In the last example, the error message indicated that the lines (found under the lines tab) had not been filled out.







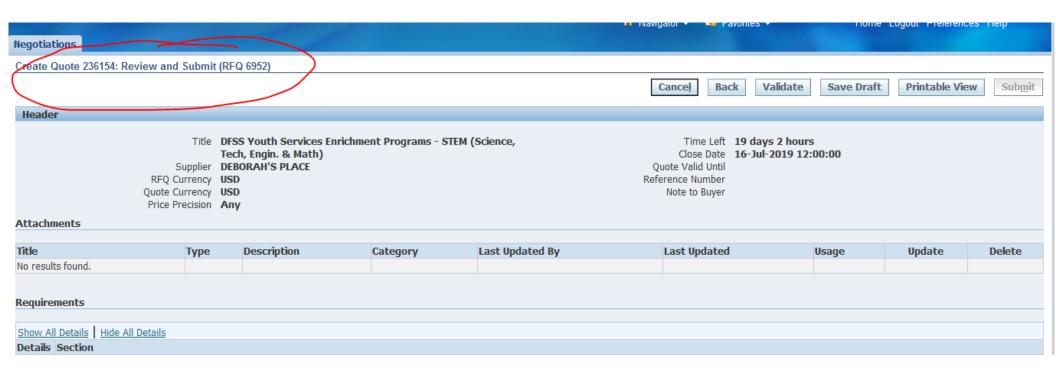
In this example, the error is about an unanswered question in the application (or Requirements section). The Quote Value refers to your (in this case, missing) answer.

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Once your application is free from errors, you are ready to proceed and submit! At this point, clicking "Continue" should put your application into the "Review and Submit" phase.







This is your last chance to review all your data and confirm that it is accurate. Check your attachments and scroll to the bottom of the screen to see all your responses.

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City							Chicago	
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Zip							60699	
Telephone Number							845-251-XXXX	
Federal Employer Identification Number							84-992289	
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Head of Agency Name							Jane Doe	
Head of Agency Title							Executive Director	
Head of Agency Contact Telephone							845-251-XXXX	
Head of Agency E-mail Contact							JaneDoe@superLeade	rsAcademy.com
Chief Finance Officer Name							Terry Doe Jr.	,
Chief Finance Officer Title							Finance Officer	
Chief Finance Officer Telephone							845-251-XXXX	
Chief Finance Officer E-mail							terrdoe@superLeaders	Academy.com
Website Address							NA	
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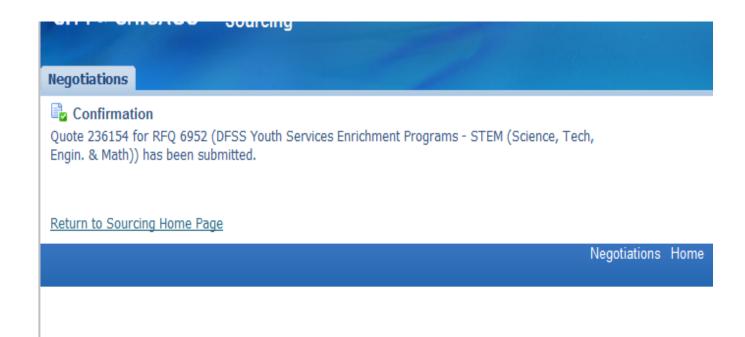
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Make sure that you see this submittal confirmation screen. The eProcurement system will send a confirmation email within 24 hours of your submission. Please call or email me if you desire confirmation prior to then.





Questions?

Program Questions?

Adriana D'Amore Camarda 312-746-6685

Adriana.Camarda@cityofchicago.org

For non-programmatic questions contact:

Julia Talbot (312)-743-1679

Julia.Talbot@cityofchicago.org